

CHECKLIST PROFESSIONAL EMAILS



EMAIL ADDRESS

1. Use your Artevelde University College email address.
WRONG: misspiggyp@hotmail.com
RIGHT: vincent.banks@student.arteveldehs.be

SUBJECT

2. Include a clear subject line. Mention both the exact course and group and a short description of your question.
WRONG: question
RIGHT: question about the exam English for Business sem1, group 6

ATTACHMENT(S)

3. Give a short description of the attachment in your email, even when you forward it. For example: 'Enclosed you will find my presentation.'
4. Give your files a meaningful name.
WRONG: text.docx
RIGHT: report_Joleen_Blackwood
5. Do not forget to include the attachment.

SALUTATION

6. Start your email with an appropriate salutation, not immediately with the text.
7. Always address lecturers and other staff members with their last name, preceded by 'Mr.' or 'Ms.' Start your email with 'Dear'. Be as specific as possible in your salutation.
WRONG: Hi, Hello Sofie
RIGHT: Dear Ms. Daniels, Dear Mr. Brooks
8. If you are in doubt whether your recipient is male or female, just write the first name and the last name, e.g. 'Dear Kim Thijs'. Do not use 'Dear' on its own.

LAY-OUT

9. Write short emails and layout your message. Use spaces after the salutations, between paragraphs and before the signature.

CONTENT

10. Write only necessary emails. First check whether you can find the information on Chamilo.
11. Make clear in the beginning of your email who is the writer and what is the reason for writing the message. You can also personally speak to the teacher, before or after your class.
12. Keep it concise and to the point.
13. Avoid emails that contain information which is too personal or too emotional.

FORMULATION (STYLE)

13. Use appropriate and academic language: this means you avoid informal language or dialect.
14. Don't use abbreviations such as 'asap', 'fyi', 'btw' with persons you don't know well.
15. Write complete sentences.
WRONG: Thanks for the reminder.
RIGHT: I would like to thank you for reminding me about the test.
16. Avoid smileys, capitals and exclamation marks.
WRONG: THANK YOU :-)
RIGHT: I would like to thank you.

SPELLING, GRAMMAR AND PUNCTUATION

17. Each sentence starts with a capital letter.
18. Proofread your email for any typos or errors and pay attention to the punctuation.
19. Be consistent : do not mix British and American English in one text. e.g. colour/color

CLOSING PHRASE AND SIGNATURE

19. Use a proper closing formula, such as 'Yours sincerely' or 'Kind regards'. Do not use 'Greets', 'Ciao' or 'Cheers'.
20. Finish your email with your first name, last name, department and group. Once you have created your digital signature, you can sign all documents similarly.



artevelde university college ghent

MEMBER OF GHEENT UNIVERSITY ASSOCIATION



Good examples

From: robin.carrott@student.arteveldehs.be

To: luna.gabriels@arteveldehs.be

Cc:

Subject: exercises on English grammar

Dear Ms. Gabriels

During our class on Thursday 6 December you mentioned we could find extra grammar exercises on Chamilo.

I have looked for these exercises in the course of English for Business but could not find them anywhere. Neither did my fellow students. Would it be possible to email the exact location of the exercises? Or could you show us in class where we can find them?

I look forward to hearing from you.

Kind regards

Robin Carrott

Student ba Business Management - 1BEM12

More information

www.plainenglish.co.uk/files/email.html

a step-by-step introduction to etiquette in business emails

www.oxforddictionaries.com/words/business-writing

clear website with information, do's and don'ts on writing business emails

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From: lizzy.queenie@student.arteveldehs.be

To: victor.miller@arteveldehs.be

Cc:

Subject: preliminary meeting internship

Dear Mr. Miller

I heard from the internship coordinator that you will be my mentor.

My internship will start 14 March. Could we go over my tasks and the administrative data I need for my internship file?

Next week I am available every weekday afternoon. What time would suit you?

I am looking forward to your reply.

Yours sincerely

Lizzy Queenie

Student ba

International Business Management - 1IBM03